A Safe and Fair SIL Home at a Place Like Home

Easy Read – SIL Governance SOP

"I have the right to feel safe, listened to and involved in decisions about my home."- Client voice.

About this Document 📝

- This document explains how Place Like Home helps make shared SIL homes safe, fair and well run.
- It is a short, Easy Read version of our SIL Governance Standard Operating Procedure. SIL means Supported Independent Living.
- You can ask a support person, family member or advocate to read it with you.

Your rights in your home 🏠

- Your home should feel like your home.
- You have the right to privacy, dignity, safety and choice.
- You have the right to be involved in decisions about your home.
- You have the right to say what is working and what is not working.
- You can ask for a supporter or advocate to help you.

Choosing housemates 👥

- Before a new person moves into a shared SIL home, we check whether the match is suitable.
- We will talk with you about:
    - Your routines and lifestyle.
    - Communication and sensory needs.

- Culture, identity, family and faith.
- Privacy, visitors and shared spaces.
- Health, medication, meals, mobility and emergency needs.
- Safety, behaviour support and possible risks.
- Whether everyone can be supported safely.

Your voice matters 🗣️

- We will ask for your views before a new housemate moves in.
- We will give information in a way you understand.
- We will not only listen to families, guardians or providers.
- We will try to record your own will and preferences.

When there is an empty room 🚪

- An empty room is called a vacancy.
- When there is a vacancy, we will:
  - Tell you what may change.
  - Ask what you think about a future housemate.
  - Check safety, staffing, funding and household risks.
  - Complete a suitability assessment before someone moves in.
  - Use temporary safeguards if they are needed.
  - Keep records of what was discussed and decided.
- We will not fill a room only because it is easier or makes more money. Safety, rights and a good home life come first.

Tenancy and supports are separate ↔

- Your tenancy or housing agreement is separate from your NDIS Service Agreement.
- Rent and household costs are separate from NDIS support charges.

- You can ask questions, complain or ask to change supports without being punished.
- We will explain any conflict of interest and help you get independent advice if you want.

Conflict, bullying or harm 🛡️

- Tell someone if you feel unsafe, bullied, pressured, excluded or harmed.
- We will:
    - Act quickly to keep people safe.
    - Listen to each person separately when needed.
    - Use communication support or an advocate.
    - Record and review what happened.
    - Update risk and support plans.
    - Report serious incidents when the law requires it.
    - Make sure nobody is punished for speaking up.

Private space, keys and visitors 🔑

- Your bedroom is your private space.
- Workers and housemates should knock and ask before entering, unless there is an emergency.
- You should have safe access to your home and keys.
- You can have visitors, with fair arrangements that respect everyone in the home.
- Any restriction must be lawful, necessary, explained, recorded and reviewed.

Checking how the home is going ✅

- We regularly check each SIL home.
- We look at:

- Your safety and wellbeing.
- Housemate relationships and conflict.
- Privacy, visitors, keys and shared spaces.
- Staff practice and training.
- Incidents, complaints and risks.
- Emergency plans and continuity of support.
- Actions that still need to be completed.

Emergencies and incidents 🚨

- Each home has emergency and disaster plans.
- Workers are trained in what to do.
- We review plans when people or risks change.
- If something goes wrong, we respond, record it, review it and make changes.

What we ask from you and your family 🤝

We ask you (and your family/guardian) to:

- Tell us about new risks or worries.
- Tell us about changes to your situation.
- Please bring letters and reports from professionals to your staff so we can update how we support you.

If you are worried or unhappy 😟

- You can tell:
    - A support worker.
    - A House Manager / Team Leader.
    - The Operations Director.
    - Tim or Lochie

- You can make a complaint. You can get help from an advocate.
- Complaints can help us fix problems and make our service better.
- You can also complain to the NDIS Quality and Safeguards Commission if you want.

Need help to understand this document? 💬

- You can ask us to:
    - Read this page with you.
    - Use pictures, Easy Read, or your communication system.
    - Involve your family, guardian or advocate.

We want you to feel safe, heard and in control of your supports.

Version Control

Version: 1.0 (July 2026)

Change: New Document

Owner: Operations Director

Approved by: Co-Founders

Next review: January 2027

Applies to: All Place Like Home services and programs

Version History:

Version	Changes
1.0	New Document